

Montgomery County Public Libraries

Where the County Reads, Where the County Meets, Where the County Learns

FY13 – FY16

Facilities Plan

Building 21st Century Library Communities: Refresh, Renovate and Redesign

Executive Summary

The Montgomery County Public Libraries' Facilities Plan for the FY2013 to FY2016 presents the strategies to preserve, refresh, renovate and build a 21st Century library system throughout Montgomery County. The plan's goals and objectives reflect an all-encompassing view of the County's diverse communities and their library needs and expectations, the trends and technologies for providing excellent services, and innovative ways to connect communities and libraries.

One of Montgomery County Public Libraries' (MCPL) strategic objectives for FY2013 -FY2016 is: "Build community through the Montgomery County Public Libraries Facilities Plan." The plan's strategy accomplishes this objective.

Facilities Plan Objectives:

- Implement a fiscally responsible approach for evaluating and recommending building plans for facilities.
- Increase the frequency of facility evaluations from five years to three years as a cost-saving approach for the maintenance and refresh of buildings.
- Incorporate new and emerging technologies and tools into our building structures.
- Present opportunities for change and flexibility to suit community needs and targeted audiences.
- Provide a public input process to gather continuous participation from communities.
- Ensure ADA compliance.

Montgomery County's population projections for FY2012 to FY2018 reveal that its population will continue to increase and become more diverse, both ethnically and racially. Montgomery County population increased 11.3% from 2000 to 2010 – from 873,341 to 971,777 residents. The increase in diversity from 2000 to 2010 resulted in the County becoming a majority minority county for the first time.

This Facilities Plan considers the following elements in the decisions and recommendations for each library building, current and future: anticipated population growth, geography, commercial development patterns, transportation routes, library service needs, library service delivery and technology trends, staffing models, existing library facilities and the role of the Montgomery County Public Libraries in the communities.

The Facilities Plan has been written with the premise that the brick and mortar public library in 2016 will exist in Montgomery County, but with completely different content and purpose. While authors of current library literature may disagree on the future of the public library and some may support the disappearance of the brick and mortar facility, there is almost universal agreement on one role for the brick and mortar public library: the library as the community connection hub – to ideas, learning, and the exchange of information. This supports a fundamental mission of libraries -- to improve society through facilitating knowledge creation in communities and to inspire and inform.

The plan serves as the basis for all new and improved MCPL facilities over the next four years and will serve as the model for future plans beyond 2016. The plan will be implemented in various phases in the communities as dictated by needs and capabilities. It will be the basis for ongoing fiscal and land-use planning for the future in the development and operation of library facilities throughout Montgomery County.

To achieve its public service mission and maintain vital public library facilities over the next four years of the plan, five categories are recommended as the building framework to move the library system into the 21st Century. All MCPL facilities will be evaluated according to an established timeframe and placed in the appropriate category from the list below:

- Refresh
- Renovate
- Redesign and build a new library
- Reach beyond our walls to deliver library services
- Realize synergies: collaborate with partners and create co-location strategies to deliver library services

A key component of the plan is its evaluation methodology to ensure the maintenance and sustainability of all MCPL public facilities. MCPL will evaluate its facilities on a programmatic timeline to prevent long-term deterioration of the buildings. Each structure will be evaluated every three years and necessary maintenance will be completed within five years from the evaluation process. Funding for the interior refresh and maintenance of four branches every year will be part of the Libraries' Operating Budget and funded as a separate line item.

The renovation and redesign/build evaluation methodology provides a 20-25 year programmatic renovation cycle for each of the existing buildings. MCPL and the Department of General Services (DGS) will work to identify safety and security issues at the ten-year midpoint for inclusion in the County's Capital Improvement Program (CIP) budget.

In communities where no library services exist, several factors are considered in determining if a new service point will be recommended and what type it will be. Factors include: proximity of public transportation and major roads, proximity of other MCPL service points, overall library system service delivery strategy and how the new location of the service point fits into the Libraries' Strategic Plan and Facilities Plan. In addition, when a building is closed for major renovation or a re-design/replacement, MCPL will provide interim services for the affected communities until the renovated or new building opens.

The Facilities Plan is a subset of the Libraries' Strategic Plan FY2013 – FY2016 and is a complement to the Libraries' Marketing, Technology, and Collection plans. The Facilities Plan will use the areas of focus in the Strategic Plan to determine priorities for buildings, interior design and service needs.

In keeping with the Montgomery County values established by the County Executive, MCPL strives for inclusiveness and transparency in Facilities Planning and decision-making. The Library Department and the Department of General Services, Building Design and Construction section, in collaboration with the County Office of Management and Budget, the Library Board, and the Library Advisory Committees determine priorities of current library facilities for refreshing, renovation or redesign and replacement. Additionally, decisions are made using specific criteria to determine the need for point of service locations and new buildings for new locations. With respect for County residents and their input into the Facilities Planning, the Library Department and DGS have a history of involving the public through multiple meetings held in their communities.

To achieve the Libraries' public service mission to maintain and build 21st Century Libraries, the Montgomery County Public Libraries' Facilities Plan for FY2013 – FY2016, places an emphasis on the following: evaluate and complete the interior and exterior maintenance of current brick and mortar library buildings on scheduled timelines; incorporate new technologies to expand its delivery of services beyond the Libraries' walls; build partnerships with other County agencies and non-profits to co-locate library services and to provide services and materials to senior housing communities; and distribute library services through kiosks, virtual services, and interim branches to strengthen those communities that do not have a physical branch within 3 - 5 miles.

Introduction

Montgomery County residents and their neighborhood communities are at the center of the service priorities within the Facilities Plan for the Montgomery County Public Libraries (MCPL). New ways of service continue to emerge in the library profession. As a result of new technologies and the growth of customer expectations and needs, MCPL is forging an approach based on professional knowledge and awareness of community. This new approach requires a change in types of services and building configurations, the skills and preparation of library staff, and ultimately a new relationship with Montgomery County communities. Libraries has a long tradition of thinking beyond its own walls to serve its communities and regularly seeks input from them. MCPL will evaluate and repurpose itself on an ongoing basis in order to remain viable as the community's connection hub to ideas, learning and the exchange of information.

Service in each community is based on the needs of that community and the proximity of similar services nearby and virtual. The Facilities Plan will serve as a guide to assist MCPL in delivering relevant library services, technologies, programs and materials to its customers and communities. MCPL, in collaboration with the communities and stakeholders, will assess needs and propose solutions. MCPL will evaluate the facilities and assign one of the following actions:

- Refresh and provide maintenance for the existing library building;
- Renovate and re-configure the current building;
- Re-design and build new facilities;
- Reach beyond our walls to examine opportunities to deliver and implement library services via technology based on community needs; or,
- Realize synergies: collaborate with partners and create co-location strategies to deliver library services.

Libraries' services in 2012 were delivered from 18 brick and mortar structures offering a complete range of services, collections, programs and community meeting spaces. Three additional facilities and two points of service encompass the Library Department's current range of services and provide alternatives to the full-service model that MCPL has traditionally offered. The Department realizes that, over time, a community, its environment and the work modality changes and buildings age. As a library system matures, existing facilities require consistent preventative maintenance and a targeted program for replacement of major equipment and building systems to ensure they remain clean, safe, in compliance with local building codes, and usable by the public and staff. The buildings must also remain ADA compliant and adhere to new regulations mandated by the U.S. Department of Justice.

In addition, because of changes in demographics, technology, staffing models, users' expectations of the library collections and services and the recognition that the library is an alternative to home or work as a destination, interior spaces in current library buildings must be redesigned, refreshed and remade. These changes to interior space must happen more often than the physical plant renovations in order for services offered within the buildings to be current, viable, and responsive.

Montgomery County population, which was 971,777 in 2010, will continue to increase an average of approximately 9,200 persons each year throughout the next eight years reaching over one million by 2014 and nearly 1,045,400 by 2018. There were 357,086 households in the County in 2010 and current projections estimate the number of households to increase to 364,900 in 2012. The County's senior population continues to grow with an estimated 119,769 persons 65 and older living here in 2010 and projected to increase to 154,061 by 2020. The County expects the public school student enrollment to increase by 7,062 between FY2013 and FY2018. In fiscal year 2011, 70% of Montgomery County population were registered users of the Montgomery County Public Libraries. The table below reflects population projections for current and future planning.

Trends and Projections: County Executive's Recommended FY13 Operating Budget and Public Services Program FY 2013- FY 2018

Demographics: Montgomery County MD	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18
Population	980,620	989,540	998,540	1,007,620	1,017,000	1,026,380	1,035,850	1,045,400
Annual Increase	16,520	8,920	9,000	9,080	9,380	9,380	9,470	9,550
Population Growth Since 2003	7.2%	8.1%	9.1%	10.1%	11.1%	12.2%	13.2%	14.2%
County Resident Births (Prior Year)	13,400	13,530	13,650	13,750	13,850	13,950	14,030	14,120

Montgomery County Maryland Government, Office of Management and Budget, March 15, 2012

Facilities Evaluation Methodology

In keeping with the Montgomery County values established by the County Executive, MCPL strives for inclusiveness and transparency in Facilities Planning and decision-making. The Library Department and the Department of General Services, Building Design and Construction section, in collaboration with the County Office of Management and Budget, the Library Board, and the Library Advisory Committees determine priorities of current library facilities for refreshing, renovation or redesign and replacement. Additionally, decisions are made using specific criteria to determine the need for point of service locations and new buildings for new locations. In respect for County residents and their input into facilities planning, the Library Department and DGS have a history of involving the public through multiple meetings held in their communities. Chapters 1 - 5 detail the criteria, the methodology for establishing MCPL facilities' priorities, and background information.

The categories for facility recommendations:

Refresh – to restore, energize, revive, revitalize, stimulate, update. (Chapter 1)

Refreshing a facility can include: carpeting and painting, facility safety issues, roof replacement, and HVAC/Electrical replacement. It can be the re-configuration or addition of a "Teen Space," "Senior Space," "Early Literacy Space," or "Disability Resource Space." Libraries' customers are suggesting the addition of tables, electrical outlets and seating in an area for customers with laptops who use library WIFI and/or need to power up their laptops, smart phones and e-devices. The configuration of Smart Room technologies for community meetings, programs and lectures will encourage added use of the meeting rooms and result in stronger connections between libraries and communities.

Renovate – to overhaul, modernize, resuscitate, resurrect. (Chapter 2)

MCPL's Facilities Plan will assess whether or not the current building has the right dimensions to provide 21st Century library services, meet current and projected population density, address the County's increasing diversity, and the library customers' changing information needs. Renovations will replace dated and worn furniture and outdated/outmoded equipment (including telephone systems) with more efficient equipment. Renovations will also update the building requirements due to technological changes and other factors.

Redesign and Build New Facilities – to plan and fashion the form and structure of a building, the combination of details or features of a building, architecture, depiction, and diagram. (Chapter 3)

Brick and mortar facilities will be designed with flexible and adaptable space to meet changing technology, program service delivery and the evolution of materials development and use. In communities where no library services exist, many factors are considered in determining whether or not a new library location will be recommended and what types of services will be needed. A minimum of 5,000 residents must reside within a five- mile area for a new service point to be considered.

Reach beyond Our Walls to Deliver Library Services to Customers and Communities – the provision of information and reference assistance electronically and virtually to customers wherever customers are located via telephones, smart phones, email, chat, customer questions posted on the Department’s website, and via e-devices connected to the Internet. (Chapter 4)

The range of services delivered beyond the Libraries’ walls includes Libraries’ staff who provide virtual information services; the placement of book and media kiosks in locations where service is needed; and, interim library services to serve communities when their library branch is under major renovation. The Libraries’ website, which has research databases, downloadable e-books, information, downloadable music, and tutorials, also provides virtual services to customers wherever they are located.

Realize Synergies: Collaborate with Partners and Create Co-location Strategies – the working together of two or more organizations, especially when the result is greater than the sum of individual effects or capabilities. (Chapter 5)

MCPL has a history of successful partnerships and an ongoing interest in collaborating with County departments, non-profits with mutual interests, and exploring opportunities to co-locate library services with senior housing communities, and other communities such as White Flint and Shady Grove.

What Montgomery County Residents Have to Say

The Library Department and DGS have a history of involving the public in library planning for the new facilities and for major renovations. Participation in the process includes stakeholders from across Montgomery County, County departments and agencies, community and neighborhood representatives, Library Board of Trustees, Library Advisory Committees, and library staff. To achieve these goals MCPL will hold a minimum of three public meetings to inform the community of design plans once the design begins on a renovated or new facility and to discuss alternative means of delivering service.

From public input into the future of MCPL buildings, the following recommendations were articulated:

- Provide more services beyond library walls (i.e. mobile, online).
- Provide more self-service hardware for customers’ use.
- Teach customers how to utilize useful and complex data sources.
- Build new and restructure current branches to be more flexible and accommodate new technologies.
- Advocate for resources from the County and other sources to keep moving forward.
- Seek diversified funding sources and key funding opportunities to support more technology and materials.
- Engage more frequently with communities to gather feedback on refreshing existing library buildings and technological capabilities.
- Be open to changes in the library system.

1. Refresh and Maintain Current Facilities

This Facilities Plan provides a structured planning process for a refresh and maintenance assessment that provides an integrated appraisal of a facility's ability to deliver efficient, effective current programs and services. MCPL places an emphasis on interior and exterior maintenance of current brick and mortar buildings. This will be accomplished through a programmatic evaluation of each branch on a three-year cycle with the work to be completed by the fifth year.

Four branches per year will undergo interior and exterior refresh and maintenance review. The interior space in current buildings may need to be refreshed to keep pace with anticipated changes in demographics, technologies, customer expectations of services and staffing models. MCPL will refresh its facilities on a timeline in order to prevent long-term deterioration of the building, which usually results in the closing of the library in order to renovate. The impact on the Libraries' communities when a branch closes for a major renovation is difficult.

Definition

The refresh and maintenance assessment will ensure that: a) the County's capital investments are protected by maintaining the Library Department's building infrastructure, b) all new construction codes (ADA, fire, energy, safety, etc.) are addressed and implemented, and c) critical equipment (boilers, chillers, fire suppression etc.) and building systems (roofs, windows, lights, etc.) are overhauled or replaced prior to their failure. This assessment will also place an emphasis on the timely reorganization of internal space of each physical branch to insure that it is fully utilized based on the needs of the community for programs and services.

Refresh and maintain a facility includes the following:

Carpeting and Painting: Libraries receive heavy public use; therefore, carpeting wears rapidly and interior painting fades, chips or is stained. Projects for replacement of carpeting and painting should be scheduled to minimize branch closure. The Department's Operating Budget will include requests that will support the necessary work.

Preventive maintenance and minor work: Examples include replacing windows and blinds, repair of electrical outlets and restroom facilities.

Roof replacement: Full or partial roof replacement is based upon the condition and age of the facility. Roofing projects are usually conducted without closing the facility and regularly occur without major disruptions to public library service.

HVAC/Electrical Replacement: Heating and air conditioning equipment replacement/major repair projects are completed using criteria established for all County buildings. Components of HVAC systems (chillers, boilers, air-handling units) may be replaced while libraries are open to the public. Lighting retrofits for energy efficiency may also be done while library buildings remain open to the public.

Refreshing the Interior Space: Examples include creating a Teen Space, Children's Discovery Room, Senior Resource Center, Disability Resource Center and/or expanding the technology footprint of the branch.

Background

The planning and life cycle assessment timetable includes several predetermined steps: 1) the refresh/maintenance cycle for each building system, 2) the schedule for interior refresh and maintenance to accommodate programmatic and library service delivery changes, and 3) the methodology for responding to change in the community's service delivery needs. The planning and three year assessment will result in library

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buildings that are accessible to residents, while maintaining an inviting, comfortable, and safe physical facility to deliver library services.

Methodology

- Based on the communities' input as well as regular review of the branch quarterly reports, the Department will assess the need to refresh the interior space in order to respond to the community's evolving service needs.
- All critical systems will be evaluated no less than every three years after initial construction/replacement of a building. This assessment will evaluate the need for new carpeting, painting, roof replacement, and repaving/relining of parking lot surfaces to further protect the County's investment in the library building structure and to avoid the negative image of the County created when a building's interior/exterior condition has significantly deteriorated.
- As part of the three year cycle, the Department will recommend if the branch should be refreshed, and the level and extent of maintenance required.

2. Renovate Current Facilities

Renovation planning is a process that looks at a building and its delivery of services as an integrated whole. This overall systematic analysis of the building on a reasonable timetable is critical to maintaining adequate, safe and up-to-date public facilities. Given the level of public use, the County's changing demographics, and the rapidly evolving technological environment, the current 30 year renovation cycle is inadequate to maintain a safe, clean and operable building with an acceptable high-quality public service program. MCPL proposes the cycle be changed to a 20 year cycle.

Definition

MCPL's Facilities Plan will assess whether or not the current building has the right dimensions to provide 21st Century library services, meet current and projected population density, address the County's increasing diversity, including aging populations and people with disabilities, and the library customers' changing information needs. For example, renovations will replace dated and worn furniture and/or outdated/outmoded equipment, including telephone systems to more efficient equipment. Renovations will also review and update the building's infrastructure requirements in response to technological changes at the time of the review and will ensure compliance with ADA.

Background

There are two stages to the renovation cycle. The first is at ten years and the second is at the twenty year life cycle of the building. Each stage is based on the anniversary date of the facility's original construction date, or the last renovation planned lifecycle assessment date. For example, the ten year asset replacement assessment will evaluate the need for repaving/relining of parking lot surfaces to further protect the County's investments. Planning will also insure the Library buildings, whose service areas overlap or whose residents interchangeably use them, will not be closed for renovations at the same time.

Methodology

Facility reviews with the Department of General Services will be performed prior to the ten and twenty year dates. In collaboration, both Departments will do full programmatic major renovation assessments in order to:

- Determine if the building size is appropriate to meet current and projected service demands by studying the changing population density; key demographics of the population; program emphasis; and changing information formats.
- Replace dated furniture and equipment to meet the needs and expectations of the community.
- Review the interior space to more efficiently utilize staff.
- Assess service delivery methodology to address changing ways of doing business.
- Ensure any renovations include planning for ten years of growth in the design.
- Provide the program of requirements (POR) and Facilities Planning documents necessary to include the facility in the appropriate CIP budget cycle.
- Suggest changes/deletions/additions from community groups and decide what will be incorporated in the draft POR.
- Submit the renovation library project in the biennial CIP budget program six years before the targeted renovation/new construction dates.

3. Redesign and Build New Facilities

The Library Department will evaluate the need to build/lease/establish a new library building or point of service, or to replace a current facility based on several criteria. These criteria include: Department and branch usage statistics, recommendations in the Maryland National Capital Park and Planning master plans, current and projected demographic information, and input received from community groups and commissioned studies.

Definition

Brick and mortar facilities will be designed with flexible and adaptable space to meet changing technology, program service delivery and the evolution of materials development and use. In communities where no library services exist, many factors are considered in determining whether or not a new library location will be recommended and what type of services will be needed. A minimum of 5,000 residents must reside within a five mile area for a new service point to be considered.

Background

A Program of Requirements (POR) will be developed by the Department eight years before the year in which the replacement (new construction) is slated to be done. The draft POR will be reviewed and approved by an established list of Directors and key County Department staff prior to the submission for Facilities Planning in year seven before the anticipated construction start year date.

Department of General Services, Building Design and Construction section staff will review the approved POR and determine feasibility and costs associated with the specifications outlined in the POR and will submit the project in the biennial CIP budget program six years before the targeted replacement (new construction) date.

The Office of Management and Budget, County Executive, and County Council will recommend Library CIP projects for funding so that design will begin on or before the renovation year [identified] and completion of construction will occur within five years of the renovation date.

The approved POR and CIP project will be reviewed again and updated one year before design work is funded to begin. The review and updating will include, but not be limited to, changes to programmatic and service delivery descriptions, target audiences, and staffing models. Appropriate modifications to CIP Budget funding will be made in the next CIP cycle.

Methodology

Montgomery County Public Libraries will evaluate and repurpose itself on an ongoing basis in order to remain viable as the community's connection hub to ideas, learning, and the exchange of information. The Planning Assumptions for New Facilities and Replacement of Existing Buildings will consist of the following criteria:

- General assumptions of population density and distance to a current facility or service point.
- Assumptions specific to new facilities.
- Assumptions to replace existing facilities.

General Assumptions of Public Involvement, Population Density and Distance:

- The number of Montgomery County residents using library services will likely remain stable at approximately 65% of the population.
- Before MCPL considers new or replacement library services, it will consider:
 - The proximity of other library facilities and the ability of those facilities to adequately provide service to the population in the new/replacement library service area.
 - The demographics for future years.
 - Current and future ability to operate and maintain a facility.
 - The library services requested by the community (including technological changes).
 - New delivery methods to be offered by the new/replacement facility.
 - The options available to the Library Department to provide those services.
- Library service will be no further away than five miles in urban areas and 20 minutes by car in rural areas for 80% of Montgomery County residents.
- Brick and mortar facilities will be designed to meet ADA requirements.
- A process of public engagement in the planning and design of each library will be utilized in order to ensure that the County meets neighborhood needs and expectations.
- A minimum of three public meetings held during the schematic, design and development, and final construction document phases of the project will be held.
- All facilities or service point delivery stations will provide an appropriate and safe work environment for staff.

General Assumptions specific to new facilities:

In communities where no library services exist, the following factors will be considered in determining if a new service point will be recommended and what type of service point it will be:

- Proximity of public transportation and major roads.
- If residents will need to drive to the facility to use it, availability of sufficient land for adequate, safe parking.
- Proximity of other MCPL service points to absorb more traffic using the strategic measurement of “foot traffic per hour opened.”
- Proximity of other metropolitan DC area library system service points.
- Current and 15 year population forecasts.
- Availability of land or leased/County buildings for establishing library services.
- Overall library system service delivery strategy and how the new location fits into Libraries’ Strategic Plan and this Facilities Plan.
- Brick and mortar facilities will be designed with flexible and adaptable space to meet the changing technology, program, service, and materials developments in the library world.
- Layout, design and signage will promote self-service options whenever possible.
- Customer safety and security will be considered in the placement, layout, design and implementation of self-service service points.

General Assumptions specific to replacing existing buildings:

- MCPL will consider the use of virtual or non facility based library services (downloading, streaming, 24/7 website access, etc.) which are anticipated to grow more quickly in the future than traditional facilities based services.
- In communities where library services already exist, current and anticipated usage of the facility, nearby libraries, as well as the availability of land/sites for additional new buildings, and population growth estimates will determine whether an addition is necessary.
- The condition of the building must be taken into consideration.
- The size of a new building, or the addition to a current building, will be determined using a “building blocks approach” which will calculate space needs based on current and projected population, service demands, and usage, as well as similarity to other MCPL libraries and/or service points, expressed community needs, existing standards, and staff input.
- Service points requiring staff will be designed to use staff as efficiently, effectively, and safely as possible.
- MCPL will use the most effective and updated communication technologies for service delivery among assigned staff.
- Delivery service points not requiring staff will be provided in inviting, safe, clean, and well lit locations.
- MCPL will meet the service needs of the community in a “green” manner with the goal of earning a minimum of Silver LEED certification for new and renovated building construction.
- Library service will be located near places where the community congregates, and which have major traffic arteries and easy access to public transportation.
- Service will be designed to complement the neighboring community.
- Co-locations with other County Departments and outside agencies will be considered whenever appropriate.
- Non-traditional sites for delivery of library services in malls, banks, stores, medical complexes, etc. or through kiosks, media self service boxes, etc. will be investigated and implemented when appropriate.

4. Reach beyond Our Walls to Deliver Libraries' Services

Definition

Reaching beyond the Libraries' walls to residents and communities without nearby library services is a strategy and solution that provides residents with information and materials. Methods to provide County residents with library services beyond the walls include:

- Library Kiosks and Library Media Boxes -- The kiosks provide automated and self-service options in a non-library staffed location. Customers may borrow books, CD books and DVDs and return materials in a book drop. Media Boxes hold DVDs and book vending machines hold books for adults, teens and children. Lockers to hold books requested by customers may also be available.
- Emerging trends and new technology -- MCPL will follow and investigate new and emerging trends and technology that will reach communities beyond our walls.

Background

The impact on a community when a library building is closed for renovation is extremely disruptive. Residents of all ages depend upon their community library for multiple services and may not have the ability to travel to other MCPL branches. Kiosks and/or interim branches are solutions to providing several services to residents in addition to the virtual services offered from a customer's telephone, smart phone, computer, or Internet e-devices.

Example of an interim branch solution for a library branch undergoing a major renovation: The Gaithersburg Interim Library Branch

The first interim branch service offered in recent years when a library building was undergoing a major renovation is the Gaithersburg Interim Branch. The interim branch was opened in December 2010 to provide library services to the Gaithersburg community while the renovation was underway. The renovation is projected to be completed in spring 2013.

The Gaithersburg Interim branch, which has a small staff, provides express service to customers. This includes: focused print and non-print material collections for checkout, information/reference service, holds pickup, limited seating, but no Internet PCs. The interim is located in a 3000 square foot storefront in the Lakeforest Mall. The photo below shows the Lakeforest Mall entrance to the interim branch.



Example of a kiosk solution for a library undergoing major renovation: MCPL Express @ Olney.

In December of 2011, the Montgomery County Executive announced that the Library Department, in collaboration with the Department of Recreation and the Department of General Services, would be providing partial interim library service to the Olney community in the spring of 2012 using a kiosk library solution. The kiosk is located at the Longwood Community Center and is available while the Olney Library is closed for renovation. Final completion of the building renovation is expected in early fall 2013.

What you will find at MCPL Express @ Olney:

The services provided are: current books for both children, teens and adults in a book vending machine; media (DVDs, potentially CDs) in a media vending machine; pick-up of customer holds in a materials locker system; and, drop-off of library materials in an inside book drop. The location at Longwood Community Center provides: a safe indoor location monitored by County staff; plentiful parking; an ADA accessible facility; and sufficient space for the library system to provide materials for checkout, holds fulfillment, and the return of library materials.

(1)

(2)



Photo 1: Book Vending Machine and Box (DVDs)

Photo 2: Exterior of Longwood Recreation Center

Methodology

In communities where no library services currently exist, several factors are considered in determining if a new service point will be recommended and what type it will be. Factors include:

- When major renovations or a re-design/build closes a branch library, MCPL will provide interim services for the affected communities until the renovated or new building opens.
- The proximity of public transportation and major roads.
- The proximity of other MCPL service points.
- The overall library system service delivery strategy.
- How the new location of the service point fits into the Libraries' Strategic Plan and Facilities Plan.

5. Realize Synergies: Collaborate with Partners and Create Co-location Strategies

As stated in the previous chapter, “several factors are considered in determining if a new service point will be recommended and what type it will be.” “These factors also work well when considering partnerships and co-location strategies. The factors include: proximity of public transportation and major roads, proximity to other MCPL service points, overall library system service delivery strategy and how the new location of the service point fits into the Libraries’ Strategic Plan and Facilities Plan.

How the partnership or the co-location strategy fits into the Libraries’ Strategic Plan and Facilities Plan is a major consideration when either the Libraries’ are approached by possible partners or the Libraries’ are suggesting opportunities to others.

Definition

The working together of two or more organizations, especially when the result is greater than the sum of individual effects or capabilities.

Background

Examples of current MCPL partnerships include:

- The Noyes Library for Young Children is a joint partnership between MCPL and the Noyes Foundation. The Noyes Library for Young Children provides a defined service for a specific audience (children under age 5 and their parents/caregivers) using a specialized set of resources and related programs.
- Montgomery County Correctional Facility (MCCF) Library is a partnership between MCPL and a County Department – Montgomery County Correctional Facility. The Correctional Facility Library provides a defined service for a specific audience that helps the inmate population find the general information they need to assist with their legal matters.

An example of current MCPL co-location strategy:

- The Damascus branch library is co-located with the County Recreation Department’s Damascus Senior Center. The Center offers a wide range of activities and amenities that are available to seniors, including entertainment, an array of movies, informational speakers, dances, theme events and wellness journeys to improve overall physical and mental health. Programs are sponsored by the Damascus Senior Center Sponsors, Inc.

An example of a co-location strategy in progress:

- The Wheaton branch library will co-locate with the County Recreation Department on property currently in use by the Library Department. Current plans are to build a new facility that will house the Wheaton Library, Wheaton Recreation Center, and book sale space for the Friends of the Library, Montgomery County, Inc.